



State of California • Arnold Schwarzenegger, Governor
State and Consumer Services Agency
DEPARTMENT OF GENERAL SERVICES
Telecommunications Division

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9-1-1 Office Notice 08-03

March 5, 2008

EXPIRATION: When superseded or rescinded

TO: PUBLIC SAFETY ANSWERING POINT (PSAP) MANAGERS

SUBJECT: NEW WIRELESS E9-1-1 BUFFER ROUTING REQUIREMENT

In the six years since we began implementing wireless enhanced 9-1-1 in California it has become increasingly evident that a new routing method is needed. A coalition of representatives from the California Highway Patrol (CHP), PSAP Managers, County Coordinators, and the California 9-1-1 Emergency Communications Office (9-1-1 Office) was formed to evaluate new wireless routing methods. Buffer routing was determined to be the most efficient method to decrease the call volume to CHP by routing the calls to appropriate local PSAPs initially.

This decision was based on a successful trial of buffer routing in San Francisco with a wireless service provider. The result of the trial validated that buffer routing improved call answering, decreased transfers between CHP and the local agencies, and enhanced service to the public.

- The buffer is a one-quarter mile corridor (one-eighth mile on either side of the freeway).
- The buffer establishes CHP jurisdictional boundaries along the freeway state wide.
- Towers and/or sectors that will be considered for review are those that currently route to CHP.
- Sectors may need to be evaluated individually based on the directional coverage.
- Tower addresses that fall within the newly established buffer will continue to route to CHP.
- Tower addresses that fall outside the buffer will be evaluated for local PSAP routing.

Preliminary plans to develop deployment schedules are currently in process, and we anticipate deployment to begin for most around the third quarter of this year. As in the past, changes to wireless routing will be a collaborative effort between CHP and local PSAPs, unless other arrangements have been made. PSAPs can expect to be contacted by their County Coordinator to start the transition sometime after the first of September.

During this transition to buffer routing, the County Coordinator will remain the PSAP's point of contact. A meeting for County Coordinators is scheduled for March 14 to discuss the details of buffer routing. We suggest that you wait until after this meeting if you have related questions for your County Coordinator. Thank you for your cooperation and continued support.

DAPHNE RHOE, ENP
Chief, California 9-1-1 Emergency Communications Office

DR:ja

cc: 9-1-1 County Coordinators
Jim Thompson, Wireless E9-1-1 Coordinator, State 9-1-1 Office
9-1-1 Office Consultants